

## Scorecard &gt;

1.0 Customer						+ ADD
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal	
<u>Responsive permit services</u>						
<u>% of Residential Plans reviewed within deadlines established by ordinance.</u>	Jun 2007	100.00 %	100.00 %	99.98 %	100.00 %	
<u>% of Commercial Plans reviewed within deadlines established by ordinance.</u>	Jun 2007	99.14 %	100.00 %	98.23 %	100.00 %	
<u>Field Inspection Rejection Rate (SORTIE)</u>	Jun 2007	24 %	25 %	27 %	25 %	
<u>Average carryover inspections</u>	Jun 2007	0.13	0.50	0.42	0.50	
<u>Responsive enforcement services</u>						
<u>% of Expired Permit cases that were closed prior to ticket issuance.</u>	Jun 2007	95.47 %	90.00 %	94.52 %	90.00 %	
<u>% of DEPARTMENTAL cases closed prior to ticket issuance</u>	Jun 2007	77 %	75 %	78 %	75 %	
<u>Avg # of days from complaint received to initial inspection - DEPT</u>	Jun 2007	16	14	15	14	
2.0 Financial						+ ADD
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal	
<u>Meet Budget Targets [Building]</u>						
<u>Revenue: Total (Building)</u>	FY07 Q3	\$6,577 K	\$10,593 K	\$35,036 K	\$31,779 K	
<u>Expen: Total (Building)</u>	FY07 Q3	\$10,001 K	\$10,593 K	\$27,610 K	\$31,779 K	
<u>Positions: Full-Time Filled (Building)</u>	FY07 Q3	322	344	n/a	n/a	
<u>Meet Monthly Budget Targets [Building]</u>						
<u>Monthly Revenue - Total</u>	Jul 2007	\$2,627 K	\$2,675 K	\$37,677 K	\$34,870 K	
<u>Monthly Expenditures - Total</u>	Jul 2007	\$3,272 K	\$3,532 K	\$30,877 K	\$35,320 K	
<u>ES8-3: Compliance with financial laws and generally accepted accounting principles</u>						
<u>BL - Accounts Payable Aging 45 Days</u>	Jun 2007	98.75 %	85.00 %	97.58 %	85.00 %	
3.0 Internal						+ ADD
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal	
<u>Timely identification and remediation of nuisances unsafe structures</u>						
<u>Average # of Days for Unsafe Structures Cases Processing Time</u>	Jun 2007	192	315	263	315	
<u>Consistent interpretation and application of building code practices</u>						
<u>Number of Building Code Workshops</u>	Jun 2007	2	2	6	6	
<u>Percentage of plans rejected "Initial Review Only" (minor alterations, repairs and additions).</u>	Jun 2007	27 %	25 %	31 %	25 %	
<u>Percentage of plans rejected "Initial Review Only"(other applications except plan revisions).</u>	Jun 2007	51 %	50 %	56 %	50 %	
4.0 Learning and Growth						+ ADD
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal	
<u>Attract , develop, and retain an effective, diverse and dedicated team of employees</u>						
<u>Employee Development Training</u>	Jul 2007	1	1	8	8	

## Initiatives &gt;

Name	Start	Finish	Complete
<u>Institute A Plans Advancement System (#5)</u>	2/1/2006	2/1/2007 08/07/07	100%

Budget:  Timing:		
<a href="#">Establish A Graduated Penalty System (#6) (Phase I)</a>	2/28/2006 2/28/2007	100%
Budget:  Timing:		
<a href="#">Expand A-Team (#7)</a>	1/31/2006 1/31/2008	
Budget:  Timing:		
<a href="#">Simplify Checklists &amp; Migrate From Voluntary to Mandatory Use (#8)</a>	1/31/2006 1/31/2007	100%
Budget:  Timing:		
<a href="#">Continue To Promote Electronic Plans Submittal Program (#9)</a>	10/1/2005 5/1/2007	
Budget:  Timing:		
<a href="#">Wal-Mart Style Greeters (#14)</a>	1/1/2005 1/31/2005	100%
Budget:  Timing:		
<a href="#">Allow Easier Access To Plan Reviewers (#15)</a>	2/26/2006 2/28/2007	100%
Budget:  Timing:		
<a href="#">Standardize Fee Collection (#20)</a>	1/1/2005 1/31/2005	100%
Budget:  Timing:		
<a href="#">Make Plans Available Online (#21)</a>	5/27/2006 5/27/2007	100%
Budget:  Timing:		
<a href="#">Explore Pilot Programs for Employee Motivation (#22)</a>	2/1/2006 2/28/2007	100%
Budget:  Timing:		
<a href="#">Explore Methods To Increase Staff Efficiency (#23)</a>	3/31/2006 3/31/2007	100%
Budget:  Timing:		
<a href="#">Optimize queing potential and/or concurrent plan review (#24)</a>	12/1/2006 12/1/2007	
Budget:  Timing:		
<a href="#">Extended Roofing Inspector Hours to 10hrs a Day, 6 Days a Week</a>	2/1/2006 12/31/2007	100%
Budget:  Timing:		
<a href="#">Ordinance To Rescind The Sunset Provision Of Ordinance 05-120</a>	5/1/2005 11/1/2006	100%
Budget:  Timing:		
<a href="#">Enhancement to Boiler System</a>	7/1/2006 5/1/2007	100%
Budget:  Timing:		
<a href="#">Online Application For Workshop Notification and Registration</a>	8/1/2005 2/1/2007	100%
Budget:  Timing:		
<a href="#">Online Application To Report CEU's Earned By Participants To Respective Regulatory Boards And For Certificate Issuance</a>	4/1/2006 11/1/2006	100%
Budget:  Timing:		
<a href="#">Enhancement To The Building Support System</a>	12/1/2006 6/1/2007	
Budget:  Timing:		
<a href="#">Inspection Guidelines</a>	2/27/2007 4/16/2007	100%
Budget:  Timing:		

## Scorecard Details >

### Exception Report

<b>Scorecard Name:</b>	Building	<a href="#">Salas, Juliana</a> <a href="#">Danger, Charles</a>	<a href="#">Munoz, Alex</a> <a href="#">Bustamante, Ana</a>
<b>Description:</b>		<a href="#">Moreno, Chaveli</a>	

### Parent Scorecards

[ACM Scorecard - Munoz, Alex](#)

### Child Scorecards

[Building Division](#)  
[Electrical Division](#)  
[Mechanical Division](#)  
[Plumbing Division](#)  
[Enforcement Division](#)

## External Applications >

[Building Department Stats Website](#)

## Attachments >

Title	Status	Check Out
<a href="#">Business Plan 2007-2008</a> <a href="#">[Edit Properties]</a>	<a href="#">[Check Out]</a>	


## Customer Perspective

Objective Name	Owner(s)
Responsive permit services	Monica Boza Chaveli Moreno Juliana Salas

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
		Use consistent, fair and effective means to achieve code compliance
		Parent Objectives
		(NU4.1) Resident and business voluntary compliance with county codes (priority outcome)

Measure	Owner(s)
% of Residential Plans reviewed within deadlines established by ordinance.	Monica Boza Chaveli Moreno

Percentage of residential plans reviewed in 20 working days or less by the Department as a whole.

Performance					Initiatives Linked To Measure	Owner(s)
Ind	Actual	Goal	Variance	Date	Continue To Promote Electronic Plans Submittal Program (#9)	Monica Boza Chaveli Moreno
	100.00 %	100.00 %	0.00 %	6/30/2007		



Child Measures Linked To Measure				
Ind	Name	Actual	Goal	Date
■	% of BUILDING Residential Plans reviewed within deadlines established by ordinance	95.97 %	100.00 %	Jun 2007
▲	% of ELECTRICAL Residential Plans reviewed within deadlines established by ordinance	100.00 %	100.00 %	Jun 2007
▲	% of MECHANICAL Residential Plans reviewed within deadlines established by ordinance.	100.00 %	100.00 %	Jun 2007
▲	% of PLUMBING Residential Plans reviewed within deadlines established by ordinance.	100.00 %	100.00 %	Jun 2007
■	% of STRUCTURAL Residential Plans reviewed within deadlines established by ordinance	96.32 %	100.00 %	Jun 2007

Measure	Owner(s)
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% of Commercial Plans reviewed within deadlines established by ordinance.

Monica Boza Chaveli Moreno

Percentage of commercial plans reviewed in 24 working days or less by the Department as a whole.

#### Performance

Ind	Actual	Goal	Variance	Date
■	99.14 %	100.00 %	(0.86) %	6/30/2007



#### Initiatives Linked To Measure

Initiatives Linked To Measure	Owner(s)
Continue To Promote Electronic Plans Submittal Program (#9)	Monica Boza Chaveli Moreno

#### Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
▲	% of BUILDING Commercial Plans reviewed within deadlines established by ordinance	100.00 %	100.00 %	Jun 2007
▲	% of ELECTRICAL Commercial Plans reviewed within deadlines established by ordinance	100.00 %	100.00 %	Jun 2007
▲	% of MECHANICAL Commercial Plans reviewed within deadlines established by ordinance.	100.00 %	100.00 %	Jun 2007
▲	% of PLUMBING Commercial Plans reviewed within deadlines established by ordinance.	100.00 %	100.00 %	Jun 2007
■	% of STRUCTURAL Commercial Plans reviewed within deadlines established by ordinance	99.74 %	100.00 %	Jun 2007

Measure	Owner(s)
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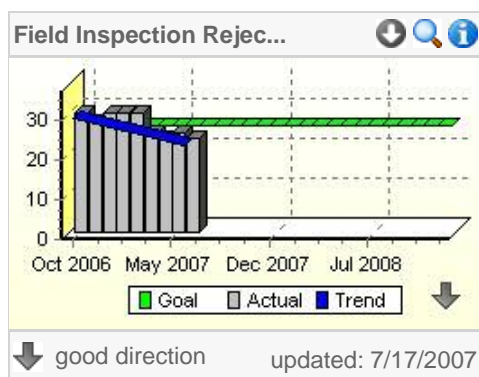
Field Inspection Rejection Rate (SORTIE)

Charles Danger Monica Boza Chaveli Moreno

% of field inspections rejected

#### Performance

Ind	Actual	Goal	Variance	Date
▲	24 %	25 %	1 %	6/30/2007



#### Initiatives Linked To Measure

Initiatives Linked To Measure	Owner(s)
Inspection Guidelines	Chaveli Moreno

#### Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
▲	% of BUILDING inspections rejected (SORTIE)	20 %	25 %	Jun 2007
▲	% of ROOFING inspections rejected (SORTIE)	24 %	25 %	Jun 2007
■	% of SIGN inspections rejected (SORTIE)	26 %	25 %	Jun 2007
▼	% of ELECTRICAL inspections rejected (SORTIE)	29 %	25 %	Jun 2007
▲	% of MECHANICAL inspections rejected (SORTIE)	25 %	25 %	Jun 2007
▲	% of PLUMBING inspections rejected (SORTIE)	24 %	25 %	Jun 2007
▼	% of Liquefied Petroleum Gas (LPGX) inspections rejected (under PLUMBING trade)	43 %	25 %	Jun 2007

**Measure**
**Owner(s)**

Average carryover inspections

Monica Boza Chaveli Moreno

The average number of carryover inspections per discipline (number of inspections not performed within 24 hours of request).

**Performance**

Ind	Actual	Goal	Variance	Date
▲	0.13	0.50	0.37	6/30/2007


**Initiatives Linked To Measure**
**Owner(s)**

Extended Roofing Inspector Hours to 10hrs a Day, 6 Days a Week

Monica Boza  
Chaveli Moreno

**Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
▲	Average number of PLUMBING carryover inspections.	0.03	0.50	Jun 2007
▲	Average number of ELECTRICAL carryover inspections.	0.01	0.50	Jun 2007
▲	Average number of MECHANICAL carryover inspections.	0.03	0.50	Jun 2007
▲	Average number of BUILDING carryover inspections.	0.24	0.50	Jun 2007
▲	Average number of ROOFING carryover inspections.	0.24	0.50	Jun 2007

**Objective Name****Owner(s)**

Responsive enforcement services

Chaveli Moreno Juliana Salas

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives**

Use consistent, fair and effective means to achieve code compliance

**Parent Objectives**

(NU4.1) Resident and business voluntary compliance with county codes (priority outcome)

**Measure****Owner(s)**

% of Expired Permit cases that were closed prior to ticket issuance.

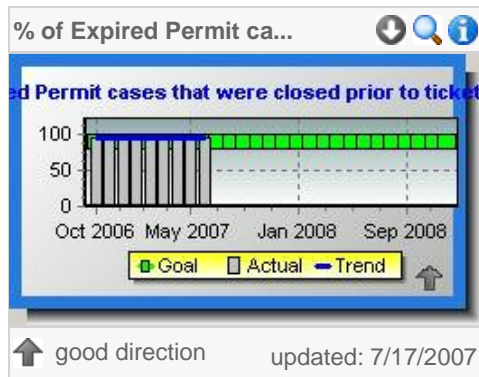
Chaveli Moreno Ronald Szep Monica Boza

**Performance**

Ind	Actual	Goal	Variance	Date
▲	95.47 %	90.00 %	5.47 %	6/30/2007

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
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## Measure

Owner(s)

% of DEPARTMENTAL cases closed prior to ticket issuance

Monica Boza Chaveli Moreno

Percentage of "Work without Permit" and "Lack of Maintenance" cases closed prior to ticket issuance by the above named trade.

## Performance

Ind	Actual	Goal	Variance	Date
▲	77 %	75 %	2 %	6/30/2007



## Initiatives Linked To Measure

Owner(s)

### Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
▲	% of other cases closed prior to ticket issuance by BUILDING	80 %	75 %	Jun 2007
■	% of other cases closed prior to ticket issuance by ELECTRICAL	69 %	75 %	Jun 2007
▲	% of other cases closed prior to ticket issuance by MECHANICAL.	84 %	75 %	Jun 2007
▲	% of other cases closed prior to ticket issuance by PLUMBING.	84 %	75 %	Jun 2007
▲	% of other cases closed prior to ticket issuance by ROOFING	81 %	75 %	Jun 2007

## Measure

Owner(s)

Avg # of days from complaint received to initial inspection - DEPT

Monica Boza Chaveli Moreno

## Performance

Ind	Actual	Goal	Variance	Date
■	16	14	(2)	6/30/2007



## Initiatives Linked To Measure

Owner(s)

### Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
■	Average # of days from complaint received to initial BUILDING inspection	19	14	Jun 2007
▲	Average # of days from complaint received to ELECTRICAL inspection	10	14	Jun 2007
■	Average # of days from complaint received to initial MECHANICAL inspection.	20	14	Jun 2007
■	Average # of days from complaint received to initial PLUMBING inspection.	17	14	Jun 2007
▲	Average # of days from complaint received to initial ROOFING inspection.	13	14	Jun 2007
▲	Average # of days from complaint received to initial UNSAFE STRUCTURES inspection.	12	14	Jun 2007

## Financial Perspective

Objective Name	Owner(s)
Meet Budget Targets [Building]	Charles Danger Terry Smith

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives
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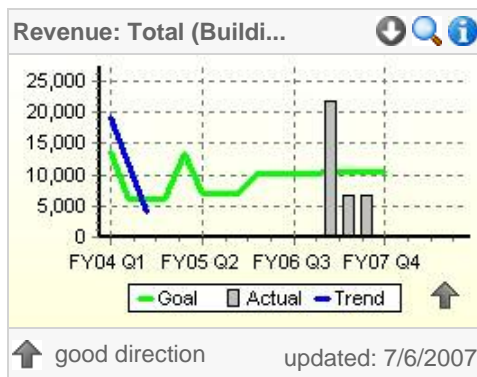
Parent Objectives
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Measure	Owner(s)
Revenue: Total (Building)	Monica Boza Chaveli Moreno Terry Smith Charles Danger

Total revenue in \$1,000s (from FAMIS)

Performance				
Ind	Actual	Goal	Variance	Date
	\$6,577 K	\$10,593 K	\$(4,016) K	6/30/2007

Initiatives Linked To Measure	Owner(s)
Enhancement to Boiler System	Monica Boza Chaveli Moreno
Standardize Fee Collection (#20)	Monica Boza Chaveli Moreno



Child Measures Linked To Measure				
Ind	Name	Actual	Goal	Date
	Revenue: Carryover (Building)	\$0 K	\$2,130 K	FY07 Q3
	Revenue: Federal (Building)	\$0 K	\$0 K	FY07 Q3
	Revenue: General Fund (Building)	\$0 K	\$288 K	FY07 Q3
	Revenue: Interagency/Intradepartmental (Building)	\$0 K	\$0 K	FY07 Q3
	Revenue: Proprietary (Building)	\$6,577 K	\$8,175 K	FY07 Q3
	Revenue: State (Building)	\$0 K	\$0 K	FY07 Q3



**Measure****Owner(s)**

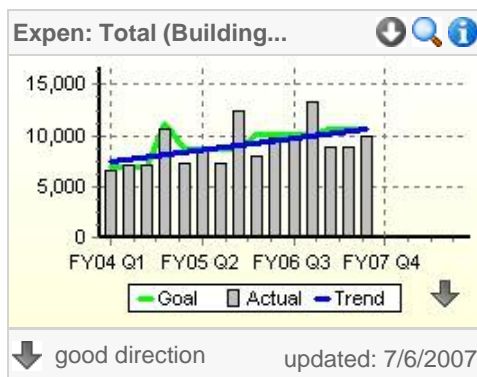
Expen: Total (Building)

Monica Boza Chaveli Moreno Terry Smith Charles Danger

Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)

**Performance**

Ind	Actual	Goal	Variance	Date
▲	\$10,001 K	\$10,593 K	\$592 K	6/30/2007

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
▲	Expen: Personnel (Building)	\$6,828 K	\$7,540 K	FY07 Q3
▼	Expen: Other Operating (Building)	\$2,903 K	\$2,244 K	FY07 Q3
▼	Expen: Capital (Building)	\$265 K	\$106 K	FY07 Q3
▲	Expen: Non-Operating (Building)	\$5 K	\$703 K	FY07 Q3

**Measure****Owner(s)**

Positions: Full-Time Filled (Building)

Charles Danger Ronald Szep Monica Boza Chaveli Moreno

The "actual" reflects the number of full-time positions that are filled; the "goal" reflects the number of full-time budgeted positions.

**Performance**

Ind	Actual	Goal	Variance	Date
▲	322	344	(22)	6/30/2007

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
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Objective Name	Owner(s)
Meet Monthly Budget Targets [Building]	Monica Boza Terry Smith

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives
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Measure	Owner(s)
Monthly Revenue - Total	Monica Boza Terry Smith Chaveli Moreno

Performance				
Ind	Actual	Goal	Variance	Date
■	\$2,627 K	\$2,675 K	\$(48) K	7/31/2007



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure				
Ind	Name	Actual	Goal	Date
▲	Revenues - General Fund	0	0	Jul 2007
■	Revenues - Proprietary	\$2,627 K	\$2,675 K	Jul 2007
▲	Revenue - Carryover	0	0	Jul 2007

## Measure

Owner(s)

Monthly Expenditures - Total

Monica Boza Terry Smith Chaveli Moreno

## Performance

Ind	Actual	Goal	Variance	Date
▲	\$3,272 K	\$3,532 K	\$260 K	7/31/2007



## Initiatives Linked To Measure

Owner(s)

## Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
▲	Personnel	\$2,375 K	\$2,514 K	Jul 2007
▼	Other Operating	\$888 K	\$748 K	Jul 2007
▲	Other Non-Operating	\$1 K	\$234 K	Jul 2007
▲	Capital	\$8 K	\$36 K	Jul 2007

Objective Name	Owner(s)
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ES8-3: Compliance with financial laws and generally accepted accounting principles

Terry Smith

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives
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Measure	Owner(s)
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BL - Accounts Payable Aging 45 Days

Charles Danger

Building Department (BL) - Timely Payment of Invoices paid within 45 Days

Performance
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Ind	Actual	Goal	Variance	Date
	98.75 %	85.00 %	13.75 %	6/30/2007

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure
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Ind	Name	Actual	Goal	Date
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Internal Perspective

Objective Name	Owner(s)
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Timely identification and remediation of nuisances unsafe structures

Monica Boza Chaveli Moreno Juliana Salas

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Use consistent, fair and effective means to achieve code compliance

Parent Objectives

(NU4.2) Timely identification and remediation of nuisances, including unsafe structures (priority outcome)

Measure	Owner(s)
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Average # of Days for Unsafe Structures Cases Processing Time

Ronald Szep Monica Boza Chaveli Moreno

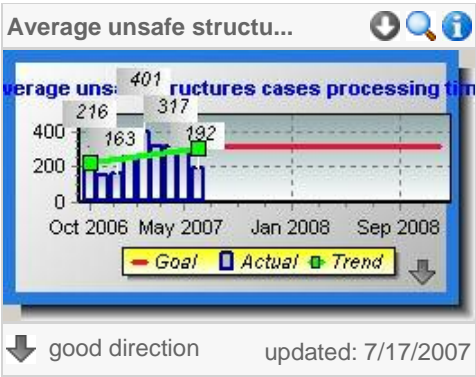
Average processing time (in days) from open to close date for Unsafe Structure cases without an Injunction.

Performance

Ind	Actual	Goal	Variance	Date
	192	315	123	6/30/2007

Initiatives Linked To Measure

Initiatives Linked To Measure	Owner(s)
Ordinance To Rescind The Sunset Provision Of Ordinance 05-120	Monica Boza Chaveli Moreno
Enhancement To The Building Support System	Monica Boza Chaveli Moreno



Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
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**Objective Name****Owner(s)**

Consistent interpretation and application of building code practices

Monica Boza Chaveli Moreno Juliana Salas

**Initiatives Linked To Objective****Owner(s)**

Establish a Graduated Penalty System (#6, Priority) Thomas Marko

Institute Plans Advancement System (#5, Priority) Thomas Marko

Simplify checklists and migrate from voluntary to involuntary use (#8, Priority) Thomas Marko

Allow Easier Access to Plans Reviewers (#15, Priority) Thomas Marko

**GrandParent Objectives**

Use consistent, fair and effective means to achieve code compliance

**Parent Objectives**

(NU4.3) Consistent interpretation and application of enforcement practices

**Measure****Owner(s)**

Number of Building Code Workshops

Monica Boza Chaveli Moreno

Number of Building Code Workshops offered to the construction industry and general public

**Performance**

Ind	Actual	Goal	Variance	Date
▲	2	2	0	6/30/2007

**Initiatives Linked To Measure****Owner(s)**

Allow Easier Access To Plan Reviewers (#15) Monica Boza Chaveli Moreno

Online Application For Workshop Notification and Registration Monica Boza Chaveli Moreno

Online Application To Report CEU's Earned By Participants To Respective Regulatory Boards And For Certificate Issuance Monica Boza Chaveli Moreno

**Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
▲	# of Building Code Workshops offered for BUILDING	0	0	May 2007
▲	# of Building Code Workshops for ELECTRICAL	2	2	May 2007
▲	# of Building Code Workshops for MECHANICAL	0	0	May 2007
▲	# of Building Code Workshops for PLUMBING	0	0	May 2007
▲	# of Building Code Workshops for STRUCTURAL	0	0	May 2007

**Measure****Owner(s)**

Percentage of plans rejected "Initial Review Only" (minor alterations, repairs and additions).

Monica Boza Chaveli Moreno

Key: WALK-THRUS

**Performance**

Ind	Actual	Goal	Variance	Date
■	27 %	25 %	(2) %	6/30/2007

**Initiatives Linked To Measure****Owner(s)**

Institute A Plans Advancement System (#5)	Chaveli Moreno
Establish A Graduated Penalty System (#6) (Phase I)	Monica Boza Chaveli Moreno
Simplify Checklists & Migrate From Voluntary to Mandatory Use (#8)	Monica Boza Chaveli Moreno

**Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
▲	Percentage of Building plans rejected (minor alternations, repairs & additions)	23 %	25 %	Jun 2007
▼	Percentage of Electrical plans rejected (minor alterations, repairs & additions)	40 %	25 %	Jun 2007
■	Percentage of Mechanical plans rejected (minor alterations, repairs & additions).	32 %	25 %	Jun 2007
■	Percentage of Plumbing plans rejected (minor alterations, repairs & additions).	31 %	25 %	Jun 2007
▼	Percentage of Structural plans rejected (minor alterations, repairs & additions).	35 %	25 %	Jun 2007

**Measure****Owner(s)**

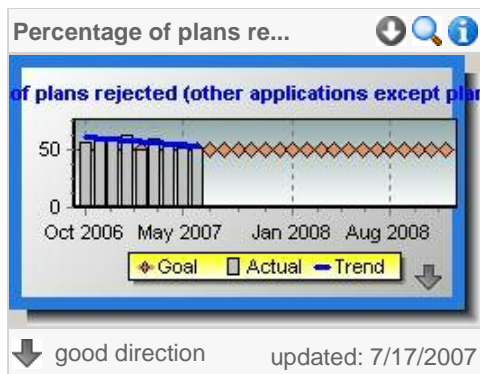
Percentage of plans rejected "Initial Review Only"(other applications except plan revisions).

Monica Boza Chaveli Moreno

Key: Plans Processing DROPOFFS

**Performance**

Ind	Actual	Goal	Variance	Date
■	51 %	50 %	(1) %	6/30/2007

**Initiatives Linked To Measure****Owner(s)**

Establish A Graduated Penalty System (#6) (Phase I)	Monica Boza Chaveli Moreno
Institute A Plans Advancement System (#5)	Chaveli Moreno
Simplify Checklists & Migrate From Voluntary to Mandatory Use (#8)	Monica Boza Chaveli Moreno

**Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
■	Percentage of Building plans rejected (all other applications except plan revisions).	59 %	50 %	Jun 2007
▲	Percentage of Electrical plans rejected (all other applications except plan revisions)	42 %	50 %	Jun 2007
▲	Percentage of Mechanical plans rejected (all other applications except plan revisions).	42 %	50 %	Jun 2007
▲	Percentage of Plumbing plans rejected (all other applications except plan revisions).	49 %	50 %	Jun 2007
▼	Percentage of Structural plans rejected (all other applications except plan revisions).	71 %	50 %	Jun 2007

Learning and Growth Perspective

Objective Name	Owner(s)
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Attract , develop, and retain an effective, diverse and dedicated team of employees	Chaveli Moreno
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Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives
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Measure	Owner(s)
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Employee Development Training	Monica Boza Chaveli Moreno
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Provide employees and managers with skills to increase their proficiency and improve customer service skills.

Performance
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Ind	Actual	Goal	Variance	Date
	1	1	0	7/31/2007


































Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure
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Ind	Name	Actual	Goal	Date
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Initiatives Linked To Scorecard						
Name	Project	Status	%	\$		Owner(s)
Institute A Plans Advancement System (#5)	1/1/2007	Complete	100%			Chaveli Moreno
Establish A Graduated Penalty System (#6) (Phase I)	2/1/2007	Complete	100%			Monica Boza Chaveli Moreno
Expand A-Team (#7)	4/1/2007	In Progress	n/a			Monica Boza Chaveli Moreno
Simplify Checklists & Migrate From Voluntary to Mandatory Use (#8)	1/1/2007	Complete	100%			Monica Boza Chaveli Moreno
Continue To Promote Electronic Plans Submittal Program (#9)	4/1/2007	In Progress	n/a			Monica Boza Chaveli Moreno
Wal-Mart Style Greeters (#14)	1/1/2005	Complete	100%			Monica Boza Chaveli Moreno
Allow Easier Access To Plan Reviewers (#15)	1/1/2007	Complete	100%			Monica Boza Chaveli Moreno
Standardize Fee Collection (#20)	1/1/2005	Complete	100%			Monica Boza Chaveli Moreno
Make Plans Available Online (#21)	4/1/2007	Complete	100%			Monica Boza Chaveli Moreno
Explore Pilot Programs for Employee Motivation (#22)	4/1/2007	Complete	100%			Monica Boza Chaveli Moreno
Explore Methods To Increase Staff Efficiency (#23)	4/1/2007	Complete	100%	n/a	n/a	Monica Boza Chaveli Moreno
Optimize queuing potential and/or concurrent plan review (#24)	4/1/2007	In Progress	n/a			Monica Boza Chaveli Moreno
Extended Roofing Inspector Hours to 10hrs a Day, 6 Days a Week	4/1/2007	Complete	100%			Monica Boza Chaveli Moreno
Ordinance To Rescind The Sunset Provision Of Ordinance 05-120	4/1/2007	Complete	100%			Monica Boza Chaveli Moreno
Enhancement to Boiler System	4/1/2007	Complete	100%			Monica Boza Chaveli Moreno
Online Application For Workshop Notification and Registration	1/1/2007	Complete	100%			Monica Boza Chaveli Moreno
Online Application To Report CEU's Earned By Participants To Respective Regulatory Boards And For Certificate Issuance	11/1/2006	Complete	100%			Monica Boza Chaveli Moreno
Enhancement To The Building Support System	4/1/2007	In Progress	n/a			Monica Boza Chaveli Moreno
Inspection Guidelines	4/1/2007	Complete	100%			Chaveli Moreno